



Mayor's Office Performance Assessment and Financial Expenditure Review

Office of the City Manager
Internal Audit Division



City Council
July 11, 2017

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BACKGROUND

1. On July 25, 2015 the City Council endorsed the City Manager's Performance Assessment and Financial Expenditure Review program for all departments.
2. The Mayor's Office requested to be included in the FY2016/17 review.



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BACKGROUND

3. On October 18, 2016 the City Council approved the scope of work for the Mayor's Office review.
4. On November 1, 2016 a Request for Proposals was issued.
5. On February 7, 2017 the City Council approved a Professional Consultant Services Agreement with Matrix Consulting Group, LTD (Matrix) to conduct the Mayor's Office review.



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DISCUSSION

Summary report presented by
Mr. Alan Pennington,
Vice President



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***Performance Assessment and
Financial Review –
Mayor's Office***

CITY OF RIVERSIDE, CALIFORNIA

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Project Overview

- ◆ **Comprehensive performance assessment and financial review** of the Mayor's Office.
- ◆ **Performance Assessment** focused on evaluating efficiency and effectiveness of all functional operations of the Mayor's Office including:
 - Administration
 - Community Relations / Public Information
 - Sister Cities
- ◆ **Financial audit** included a three year period (FY2013-14, FY2014-15, FY2016-16) covering various types of financial transactions for:
 - Accuracy of the transactions
 - Existence of supporting documentation
 - Consistency with City policy

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Project Methodologies

- ◆ **Profile development** through staff interviews and data collection documenting existing staffing levels, services provided, operational practices, and use of technology.
- ◆ **Best Practices Assessment** evaluated the current operations against recognized best practices in the public sector.
- ◆ **Comparative Assessment** on selected practices and staffing levels to determine how Riverside compares to peers.
- ◆ **Financial Review** focused on sampling financial transactions for compliance with City policies.
- ◆ **Development of Final Report** documenting key findings, observations and providing recommendations to enhance operations.

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Strengths and Notable Accomplishments

- ◆ Service-oriented office that fields constituent requests via phone, email, social media and in-person visits.
- ◆ A staff supporting the Mayor focused on accomplishing the duties of the office, while also supporting numerous community groups and organizations.
- ◆ A Sister Cities program that demonstrates many best practices in the industry with a portfolio on par with larger cities in California.
- ◆ Provides leadership on putting forth City initiatives and policies on a variety of issues.

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Key Recommendations:

- ◆ Administration:

- The Mayor's Office should have a position of Policy Advisor added to conduct necessary policy analysis.

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Key Recommendations:

- ◆ Community Relations/ Public Information:

- A shared internal document should be developed to identify and track major constituent relations issues or requested actions, the staff assigned, and the resolution.
- This document should be reviewed at regular internal staff meetings.

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Key Recommendations:

◆ Sister Cities:

- A formal Sister Cities annual report should be developed, laying out strategic priorities and quantifying the accomplishments of the Sister Cities Program and included in the Mayor's biennial Mayor's report.
- Performance dashboards should be implemented that report the program's progress on stated goals and objectives.
- Sister Cities website should be updated to include additional details about the program and the benefits of the programs; including opportunities to participate in, sponsor or donate to the program.
- The Sister Cities program should retain current funding arrangement from the General Fund.
- The Sister Cities program should remain within the Mayor's Office.

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Key Recommendations:

◆ Financial Compliance:

- All staff handling p-card transactions should be trained regarding the requirements of the p-card policy – including administrative processes – to enhance compliance.
- Staff should be provided additional information regarding existing PSA agreements.
- The p-card policy should be reviewed and updates and modifications made specifically regarding food purchases.
- Once the City's Donation Acceptance Policy is adopted by the City, all staff should be trained on the policy.

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Next Steps / Questions

- ◆ Staff will be developing an implementation plan based upon the findings and recommendations.

- ◆ Questions?

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RECOMMENDATIONS

That City Council:

1. Receive the findings and recommendations of Matrix Performance Assessment and Financial Expenditure Review of the Mayor's Office.
2. Receive and file the Action Plan prepared by the Mayor's Office staff.
3. Direct the Mayor's Office staff to return in one year with an Action Plan update.

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